



**Business Courseware  
Course List - March 2011**

**Series and Course Titles**

**401(k) Plans**

401(k) Plans: 1 401(k) Basics

**Access 2000 MOS**

Access 2000 MOS: 1 Creating Databases  
Access 2000 MOS: 2 Building Tables  
Access 2000 MOS: 3 Modifying Tables  
Access 2000 MOS: 4 Sorting and Filtering  
Access 2000 MOS: 5 Relationships & Queries  
Access 2000 MOS: 6 Building Forms  
Access 2000 MOS: 7 Producing Reports  
Access 2000 MOS: 8 Advanced Tasks

**Access 2002**

Access 2002: 1 Creating Databases  
Access 2002: 2 Building Tables  
Access 2002: 3 Modifying Tables  
Access 2002: 4 Sorting and Filtering  
Access 2002: 5 Relationships & Queries  
Access 2002: 6 Building Forms  
Access 2002: 7 Producing Reports  
Access 2002: 8 Advanced Tasks

**Access 2003**

Access 2003: 1 Introduction to Access  
Access 2003: 2 Designing and Building Tables  
Access 2003: 3 Enhanced Tables and Datasheets  
Access 2003: 4 Searches and Queries  
Access 2003: 5 Advanced Queries and Calculations  
Access 2003: 6 Access Report System  
Access 2003: 7 The Internet, Forms, and the Analyzer

**\* Access 2003 to 2010 Upgrade**

- \* Access 2003 to 2010 Upgrade: 1 Navigating the Updated Office Interface
- \* Access 2003 to 2010 Upgrade: 2 Common Features in Office 2010
- \* Access 2003 to 2010 Upgrade: 3 What's New in Access 2007
- \* Access 2003 to 2010 Upgrade: 4 What's New in Access 2010

**Access 2007**

Access 2007: 1 Introduction to Access  
Access 2007: 2 Creating Tables  
Access 2007: 3 Working with Tables  
Access 2007: 4 Creating Forms  
Access 2007: 5 Creating Reports  
Access 2007: 6 Creating Queries and Filters

**Access 2007 Advanced**

Access 2007 Advanced: 1 Expressions and Queries  
Access 2007 Advanced: 2 PivotTables, PivotCharts, and Graphs  
Access 2007 Advanced: 3 Macros and Data Imports/Exports



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**Series and Course Titles**

**Basics of Business Math**

Basics of Business Math: 1 Fractions  
Basics of Business Math: 2 Decimals  
Basics of Business Math: 3 Calculator  
Basics of Business Math: 4 Equations  
Basics of Business Math: 5 Percents  
Basics of Business Math: 6 Reports

**Budgeting and Saving**

Budgeting and Saving: 1 Confronting Debt  
Budgeting and Saving: 2 Eliminating Debt  
Budgeting and Saving: 3 Banking Basics  
Budgeting and Saving: 4 Choosing Bank Accounts  
Budgeting and Saving: 5 Planning Your Retirement  
Budgeting and Saving: 6 Making 401(k) Plans Work  
Budgeting and Saving: 7 Exploring Investment Options

**Building Relationships**

Building Relationships: 1 Socializing at Work  
Building Relationships: 2 Understanding Behavioral Intentions  
Building Relationships: 3 Choosing Your Approach

**Business Ethics**

Business Ethics: 1 What You Don't Know Can Hurt You  
Business Ethics: 2 Everyday Ethical Dilemmas  
Business Ethics: 3 Ethical Dilemmas and the Law  
Business Ethics: 4 Individual Values; Organizational Values

**Career Development (Videos)**

Career Development (Videos): 1 Been There, Done That, Now What?  
Career Development (Videos): The Influence Edge and Your Career

**Certified Business Analysis Professional (CBAP v2)**

Certified Business Analysis Professional (CBAP v2): 1 Requirements Planning & Management  
Certified Business Analysis Professional (CBAP v2): 2 Requirements Elicitation  
Certified Business Analysis Professional (CBAP v2): 3 Requirements Communication  
Certified Business Analysis Professional (CBAP v2): 4 Enterprise Analysis  
Certified Business Analysis Professional (CBAP v2): 5 Requirements Analysis & Documentation  
Certified Business Analysis Professional (CBAP v2): 6 Solution Assessment & Validation  
Certified Business Analysis Professional (CBAP v2): 7 Underlying Fundamentals  
Certified Business Analysis Professional (CBAP v2): 8 Practice Exam 1  
Certified Business Analysis Professional (CBAP v2): 9 Practice Exam 2  
Certified Business Analysis Professional (CBAP v2): 10 Practice Exam 3  
Certified Business Analysis Professional (CBAP v2): 11 Practice Exam 4  
Certified Business Analysis Professional (CBAP v2): 12 Practice Exam 5

**Coaching (Videos)**

Coaching (Videos): Performance Coaching: Career Coaching  
Coaching (Videos): Performance Coaching: Collaborating  
Coaching (Videos): Performance Coaching: Mentoring  
Coaching (Videos): Performance Coaching: Training



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**Series and Course Titles**

**Communicating with Power**

- Communicating with Power: 1 Elements of Powerful Communication
- Communicating with Power: 2 Persuasive Appeals
- Communicating with Power: 3 Modes of Persuasion
- Communicating with Power: 4 Active Listening
- Communicating with Power: 5 Resolving Conflict
- Communicating with Power: 6 Negotiation

**Communication (Videos)**

- Communication (Videos): Curing Common Meeting Ailments (Interview)
- Communication (Videos): Effective Business Writing
- Communication (Videos): High Performance Communication
- Communication (Videos): Keeping Meeting Participants Awake (Interview)
- Communication (Videos): People Styles at Work
- Communication (Videos): Resolving Conflict
- Communication (Videos): Telephone Etiquette
- Communication (Videos): The Influence Edge and E-Mail
- Communication (Videos): The People Styles Model
- Communication (Videos): Understanding Negotiation
- Communication (Videos): Working Wounded: Effective Business Presentations
- Communication (Videos): Working Wounded: Giving an Apology at Work
- Communication (Videos): Working Wounded: Leading a Successful Meeting
- Communication (Videos): Working Wounded: Making Group Decisions
- Communication (Videos): Working Wounded: Working Through Conflict

**Computer Basics**

- Computer Basics: 1 Using Your PC

**Computing Concepts**

- Computing Concepts: 1 Types of Security
- Computing Concepts: 2 Security Risks
- Computing Concepts: 3 Database Basics
- Computing Concepts: 4 Selecting Databases
- Computing Concepts: 5 Data Processing
- Computing Concepts: 6 Managing Data
- Computing Concepts: 7 Teleprocessing
- Computing Concepts: 8 Transmitting Data
- Computing Concepts: 9 Messages



**Business Courseware  
Course List - March 2011**

**Series and Course Titles**

**Crystal Reports 8**

- Crystal Reports 8: 1 Getting Started
- Crystal Reports 8: 2 Designing a Report
- Crystal Reports 8: 3 Selecting Records
- Crystal Reports 8: 4 Sorting and Grouping Data
- Crystal Reports 8: 5 Creating Summary Totals, Reports, and Graphs
- Crystal Reports 8: 6 Formulas and Functions
- Crystal Reports 8: 7 Printing and Exporting Reports
- Crystal Reports 8: 8 Linking Tables

**Crystal Reports XI**

- Crystal Reports XI: 1 Navigating the Design Environment
- Crystal Reports XI: 2 Selecting Just the Right Data Source(s) for Your Report
- Crystal Reports XI: 3 Do It Yourself and Wizard Reporting
- Crystal Reports XI: 4 Selecting and Organizing Your Report Data
- Crystal Reports XI: 5 Manipulating Your Report Data in Meaningful Ways
- Crystal Reports XI: 6 Letting Formulas and Functions Do All the Work
- Crystal Reports XI: 7 Creating Dynamic Reports with Parameters
- Crystal Reports XI: 8 Formatting Reports that Function and Sizzle
- Crystal Reports XI: 9 Making Report Sections Work for You
- Crystal Reports XI:10 Visualizing Your Report Data with Charts and Maps

**Customer Service (Videos)**

- Customer Service (Videos): Building Customer Loyalty
- Customer Service (Videos): Building Web Relationships (Interview)
- Customer Service (Videos): Creating Customer Value
- Customer Service (Videos): Crown Your Customers (Interview)
- Customer Service (Videos): Customer Convenience is Key to E-Commerce (Interview)
- Customer Service (Videos): Customer Service Strategy
- Customer Service (Videos): Dealing with Customer Complaints
- Customer Service (Videos): Delighting Your Customers
- Customer Service (Videos): Exceeding Customer Expectations
- Customer Service (Videos): Getting to Know Your Customers
- Customer Service (Videos): Getting Your Customer Experience Right (Interview)
- Customer Service (Videos): Implementing Effective Service Standards
- Customer Service (Videos): Keeping Loyal Customers
- Customer Service (Videos): Measuring Customer Service
- Customer Service (Videos): Profits, Not Promises (Interview)
- Customer Service (Videos): Understanding Customer Service
- Customer Service (Videos): Working Wounded: Building Relationships with Your Customers
- Customer Service (Videos): Working Wounded: Good News About Customer Complaints

**Series and Course Titles****Customer Service**

Customer Service: 1 Defining Service  
Customer Service: 2 Communicating  
Customer Service: 3 Fixing Problems  
Customer Service: 4 Building a Department  
Customer Service: 5 Tools of the Trade

**Dealing with Difficult People**

Dealing with Difficult People: 1 Managing Against the Odds  
Dealing with Difficult People: 2 Consideration  
Dealing with Difficult People: 3 Attitude  
Dealing with Difficult People: 4 Trust  
Dealing with Difficult People: 5 Power  
Dealing with Difficult People: 6 Communication  
Dealing with Difficult People: 7 Responsibility

**Doing Business in China**

Doing Business in China: 1 A Cultural Approach

**Doing Business in India**

Doing Business in India: 1 A Cultural Approach

**Dreamweaver 8**

Dreamweaver 8: 1 New Design Tools  
Dreamweaver 8: 2 New Application Development Features

**\* Dreamweaver CS4**

- Dreamweaver CS4: 1 Getting Started with Dreamweaver CS4
- Dreamweaver CS4: 2 Setting Up a New Site
- Dreamweaver CS4: 3 Adding Text and Images
- Dreamweaver CS4: 4 Styling Pages with CSS
- Dreamweaver CS4: 5 Creating Page Layouts with CSS
- Dreamweaver CS4: 6 Working with Tables
- Dreamweaver CS4: 7 Fine-Tuning the Workflow
- Dreamweaver CS4: 8 Adding Flash, Video, and Sound
- Dreamweaver CS4: 9 Maximizing Site Design
- \* Dreamweaver CS4:10 Editing in Code View
- \* Dreamweaver CS4:11 Building Web Forms
- \* Dreamweaver CS4:12 Working with the Spry Framework
- \* Dreamweaver CS4:13 Managing Web Sites
- \* Dreamweaver CS4:14 Using Legacy Frames

**Dreamweaver MX 2004**

Dreamweaver MX 2004: 1 Interface and Web Page Creation Basics  
Dreamweaver MX 2004: 2 Project Planning, Link Creation, and HTML Editing  
Dreamweaver MX 2004: 3 Images, Image Maps, and Assets  
Dreamweaver MX 2004: 4 Tables, Frames, and Framesets  
Dreamweaver MX 2004: 5 Dynamic HTML  
Dreamweaver MX 2004: 6 Advanced Behaviors and Forms  
Dreamweaver MX 2004: 7 Uploading Projects and Working with Templates



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**Series and Course Titles**

**Dreamweaver MX**

Dreamweaver MX: 1 Introduction  
Dreamweaver MX: 2 Setting Up a Web Site  
Dreamweaver MX: 3 Designing the Site  
Dreamweaver MX: 4 Adding Graphics  
Dreamweaver MX: 5 Tables  
Dreamweaver MX: 6 Frames  
Dreamweaver MX: 7 Styles and CSS  
Dreamweaver MX: 8 Dynamic HTML  
Dreamweaver MX: 9 Advanced DHTML  
Dreamweaver MX:10 Multimedia Integration  
Dreamweaver MX:11 Dynamic Web Sites  
Dreamweaver MX:12 Forms and Interactivity

**E-Mailing Your Way to the Top**

E-Mailing Your Way to the Top: 1 Managing Your Inbox  
E-Mailing Your Way to the Top: 2 Writing Effective E-Mails  
E-Mailing Your Way to the Top: 3 The Legal Face of E-Mail  
E-Mailing Your Way to the Top: 4 Becoming an Organizational Leader

**Effective Business Communication**

Effective Business Communication: 2 The Planning Worksheet  
Effective Business Communication: 3 Writing Skills  
Effective Business Communication: 4 Patterns of Development  
Effective Business Communication: 5 Letters  
Effective Business Communication: 6 Memos, E-Mail, and Other Communications  
Effective Business Communication: 7 Reports  
Effective Business Communication: 8 Documentation

**Effective Presentations**

Effective Presentations: 1 Preparing for a Presentation  
Effective Presentations: 2 Developing an Effective Message  
Effective Presentations: 3 Improving Delivery Skills  
Effective Presentations: 4 Using PowerPoint and Other Visuals

**Estate Planning**

Estate Planning: 1 Starting an Estate Plan  
Estate Planning: 2 Sorting Out Your Assets  
Estate Planning: 3 Preparing Your Will  
Estate Planning: 4 All About Probate  
Estate Planning: 5 Considering Your Family  
Estate Planning: 6 Taxes to Expect  
Estate Planning: 7 Tax Strategies  
Estate Planning: 8 Retirement Issues  
Estate Planning: 9 Revising an Estate Plan



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**Series and Course Titles**

**Excel 2000 MOS Expert**

- Excel 2000 MOS Expert: 1 Importing and Exporting Data
- Excel 2000 MOS Expert: 2 Working with Templates, Links, and Report Manager
- Excel 2000 MOS Expert: 3 Formatting, Sorting, and Filtering Data
- Excel 2000 MOS Expert: 4 Naming Ranges, Working with Macros, and Customizing Toolbars
- Excel 2000 MOS Expert: 5 Validating and Auditing Data
- Excel 2000 MOS Expert: 6 Analyzing Data and Using PivotTables
- Excel 2000 MOS Expert: 7 Sharing Work and Adding Security

**Excel 2000 MOS**

- Excel 2000 MOS: 1 Working with Cells
- Excel 2000 MOS: 2 Working with Files
- Excel 2000 MOS: 3 Formatting Worksheets
- Excel 2000 MOS: 4 Page Setup and Printing
- Excel 2000 MOS: 5 Worksheets & Workbooks
- Excel 2000 MOS: 6 Formulas and Functions
- Excel 2000 MOS: 7 Charts and Objects

**Excel 2002**

- Excel 2002: 1 Working with Cells
- Excel 2002: 2 Working with Files
- Excel 2002: 3 Formatting Worksheets
- Excel 2002: 4 Page Setup and Printing
- Excel 2002: 5 Worksheets and Workbooks
- Excel 2002: 6 Formulas and Functions
- Excel 2002: 7 Charts and Objects

**Excel 2003**

- Excel 2003: 1 Getting Started
- Excel 2003: 2 Creating a Spreadsheet
- Excel 2003: 3 Formatting Data
- Excel 2003: 4 Editing and Printing Worksheets
- Excel 2003: 5 Managing Worksheets
- Excel 2003: 6 Charts and Databases
- Excel 2003: 7 Hypertext and Tips

**Excel 2003 to 2010 Upgrade**

- Excel 2003 to 2010 Upgrade: 1 Navigating the Updated Office Interface
- Excel 2003 to 2010 Upgrade: 2 Common Features in Office 2010
- Excel 2003 to 2010 Upgrade: 3 What's New in Excel 2007
- Excel 2003 to 2010 Upgrade: 4 What's New in Excel 2010

**Excel 2007**

- Excel 2007: 1 Getting Started
- Excel 2007: 2 Creating a Worksheet
- Excel 2007: 3 Formatting Data
- Excel 2007: 4 Editing and Printing Worksheets
- Excel 2007: 5 Managing Worksheets
- Excel 2007: 6 Using Charts and Objects

**Series and Course Titles****Excel 2007 Advanced**

Excel 2007 Advanced: 1 Filtering and Sorting Data  
Excel 2007 Advanced: 2 Using Pivot Tables  
Excel 2007 Advanced: 3 Working with Functions  
Excel 2007 Advanced: 4 Using Data Analysis Tools  
Excel 2007 Advanced: 5 Automating with VBA Macros  
Excel 2007 Advanced: 6 Adding Connections and Importing Data

**\* Excel 2010 MOS**

- \* Excel 2010 MOS: 1 Becoming Familiar with Excel
- \* Excel 2010 MOS: 2 Performing Basic Workbook Tasks
- \* Excel 2010 MOS: 3 Working with Formulas and Functions

**Finance (Videos)**

Finance (Videos): Building Budgets That Affect Reality (Interview)  
Finance (Videos): Capitalize Your Capital (Interview)  
Finance (Videos): Cash Flow Analysis  
Finance (Videos): Key Financial Ratios  
Finance (Videos): Linking Financial Management with Organizational Goals  
Finance (Videos): Understanding Financial Statements  
Finance (Videos): Working Wounded: The Budget Blues

**Flash 8**

Flash 8: 1 What's New to Basic  
Flash 8: 2 What's New to Professional

**\* Flash CS4**

- Flash CS4: 1 Getting Started with Flash CS4
- Flash CS4: 2 Using the Drawing Tools
- Flash CS4: 3 Working with Colors
- Flash CS4: 4 Using Symbols and the Library
- Flash CS4: 5 Using Advanced Tools
- Flash CS4: 6 Creating Basic Animation
- Flash CS4: 7 Working with Advanced Animation
- Flash CS4: 8 Customizing the Workflow
- Flash CS4: 9 Working with Imported Files
- Flash CS4:10 Using ActionScript
- \* Flash CS4:11 Creating Button Symbols
- \* Flash CS4:12 Adding Sound to Movies
- \* Flash CS4:13 Working with Movie Clips
- \* Flash CS4:14 Working with Video
- \* Flash CS4:15 Delivering a Completed Movie

**ActionScript 2.0**

ActionScript 2.0: 1 Object-Oriented Programming  
ActionScript 2.0: 2 Properties and Methods  
ActionScript 2.0: 3 Implementing Inheritance and Interfaces  
ActionScript 2.0: 4 Inter-Object Communications  
ActionScript 2.0: 5 Building User Interface Components

**Flash MX 2004**

Flash MX 2004: 1 Using the Interface and Importing Graphics  
Flash MX 2004: 2 Drawing, Painting, and Using the Library  
Flash MX 2004: 3 Creating Animation  
Flash MX 2004: 4 Using Shape Tween and Timeline Effects  
Flash MX 2004: 5 Using Sound and Layers  
Flash MX 2004: 6 Adding Symbol and Buttons  
Flash MX 2004: 7 ActionScrip, Behaviors, and Publishing



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**Series and Course Titles**

**ActionScript 1.0**

ActionScript 1.0: 1 Getting Started  
ActionScript 1.0: 2 Directing and Managing Movies  
ActionScript 1.0: 3 Using Variables, Properties, and Functions  
ActionScript 1.0: 4 Creating Objects and Interactive Elements  
ActionScript 1.0: 5 Working with Text, Buttons, and Menus  
ActionScript 1.0: 6 Statements, Expressions, and Testing  
ActionScript 1.0: 7 Adding Advanced Features  
ActionScript 1.0: 8 Finishing Touches

**Flash MX**

Flash MX: 1 Flash Overview  
Flash MX: 2 Animation  
Flash MX: 3 Text and Forms  
Flash MX: 4 Coordinated Animations  
Flash MX: 5 Sound and Music

**FrontPage 2000**

FrontPage 2000: 1 Creating Web Sites  
FrontPage 2000: 2 Building Pages  
FrontPage 2000: 3 Working with Images  
FrontPage 2000: 4 Adding Spark to Your Site

**Fundamentals of Business Management**

Fundamentals of Business Management: 1 Management in Perspective  
Fundamentals of Business Management: 2 Functions of Front-Line Management  
Fundamentals of Business Management: 3 Managerial Finance and Accounting

**Global Business (Videos)**

Global Business (Videos): Communicating Across Cultures  
Global Business (Videos): Global Work  
Global Business (Videos): Global Work in China (Interview)  
Global Business (Videos): Presenting Globally  
Global Business (Videos): The Influence Edge in Cross-Cultural Situations

**Grammar**

Grammar: 1 Fundamental Sentence Structures  
Grammar: 2 Punctuation  
Grammar: 3 Complex Sentence Structures  
Grammar: 4 Advanced Grammar

**GroupWise 5.5**

GroupWise 5.5: 1 Getting Started with GroupWise  
GroupWise 5.5: 2 Creating and Sending Messages  
GroupWise 5.5: 3 Organizing Your Mailbox  
GroupWise 5.5: 4 Calendar, Task and Phone Features  
GroupWise 5.5: 5 Managing Documents and Folders  
GroupWise 5.5: 6 Advanced GroupWise Features



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**Series and Course Titles**

**GroupWise 6.5**

- GroupWise 6.5: 1 Getting Started
- GroupWise 6.5: 2 Messages and the Address Book
- GroupWise 6.5: 3 Managing Messages
- GroupWise 6.5: 4 Calendars and Tasks
- GroupWise 6.5: 5 Advanced GroupWise Features
- GroupWise 6.5: 6 Managing Documents
- GroupWise 6.5: 7 Remote Access and Customing GroupWise
- GroupWise 6.5: 8 Mobile GroupWise Access

**Home Business**

- Home Business: 1 Choosing a Home Business
- Home Business: 2 Raising Financing
- Home Business: 3 Office Management
- Home Business: 4 Managing Your Business

**Innovation in the Workplace**

- Innovation in the Workplace: 1 Defining Innovation and Determining Your Point of View
- Innovation in the Workplace: 2 Identifying the Enemies of Ideas and Innovation
- Innovation in the Workplace: 3 Asking Questions
- Innovation in the Workplace: 4 Harnessing Energy
- Innovation in the Workplace: 5 Creating Ideas
- Innovation in the Workplace: 6 Measuring Success

**Instructional Design**

- Instructional Design: 1 Process, Needs, and Roles
- Instructional Design: 2 Analysis and Objectives
- Instructional Design: 3 Design Concepts
- Instructional Design: 4 Planning and Implementation
- Instructional Design: 5 Evaluation

**Internet Explorer 6**

- Internet Explorer 6: 1 Browsing the Web
- Internet Explorer 6: 2 Using Files and Mail

**Internet Explorer 7**

- Internet Explorer 7: 1 Learning the New Interface and Features

**Internet Explorer 8**

- Internet Explorer 8: 1 Learning the New Interface and Features

**Interview Skills**

- Interview Skills: 1 Getting the Interview
- Interview Skills: 2 Preparing Yourself
- Interview Skills: 3 Making an Entrance
- Interview Skills: 4 Listening & Answering
- Interview Skills: 5 Taking the Reins
- Interview Skills: 6 Asking Questions
- Interview Skills: 7 Opening Interviews
- Interview Skills: 8 Tough Interviews
- Interview Skills: 9 Following Through



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**Series and Course Titles**

**Introduction to PCs**

Introduction to PCs: 1 Introducing the PC  
Introduction to PCs: 2 Using Your PC  
Introduction to PCs: 3 Working with Folders and Files  
Introduction to PCs: 4 Inside Your PC  
Introduction to PCs: 5 Basic Peripherals  
Introduction to PCs: 6 Other Peripherals  
Introduction to PCs: 7 Understanding Software  
Introduction to PCs: 8 Introducing the Internet  
Introduction to PCs: 9 Internet and E-mail Tips  
Introduction to PCs: 10 Troubleshooting and Tips

**Investing Fundamentals**

Investing Fundamentals: 1 The Basics  
Investing Fundamentals: 2 Organizing  
Investing Fundamentals: 3 Stocks  
Investing Fundamentals: 4 Bonds  
Investing Fundamentals: 5 Mutual Funds  
Investing Fundamentals: 6 Planning

**Leadership (Videos)**

Leadership (Videos): "Show, Don't Tell"  
Leadership (Videos): Creating and Communicating Vision  
Leadership (Videos): Creating Organizations with Many Leaders (Interview)  
Leadership (Videos): Digital Markets (Interview)  
Leadership (Videos): E-Business Strategies (Interview)  
Leadership (Videos): Leadership in Freaked Out Times (Interview)  
Leadership (Videos): Leading into the Future (Interview)  
Leadership (Videos): Leading Organizational Transition  
Leadership (Videos): Strategic Planning: Establish Processes  
Leadership (Videos): Strategic Planning: Implement Initiatives  
Leadership (Videos): Strategic Planning: Strategic Alignment  
Leadership (Videos): Supporting Innovation (Interview)  
Leadership (Videos): Surfer Rules (Interview)  
Leadership (Videos): The E-Marketplace (Interview)  
Leadership (Videos): The Leadership Challenge: Challenge the Process  
Leadership (Videos): The Leadership Challenge: Enable Others to Act  
Leadership (Videos): The Leadership Challenge: Encourage the Heart  
Leadership (Videos): The Leadership Challenge: Inspire a Shared Vision  
Leadership (Videos): The Leadership Challenge: Model the Way  
Leadership (Videos): The Power of B-Webs (Interview)  
Leadership (Videos): Tilt The Field: Attitude  
Leadership (Videos): Tilt The Field: Leadership  
Leadership (Videos): Tilt The Field: Perspective  
Leadership (Videos): Transform, Don't Conform (Interview)  
Leadership (Videos): Value Matters (Interview)



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**Series and Course Titles**

**Leading Teams (Videos)**

Leading Teams (Videos): Creating Successful Teams (Interview)  
Leading Teams (Videos): Developing Successful Teams  
Leading Teams (Videos): Successful Geo-Dispersed Teams (Interview)  
Leading Teams (Videos): Team Learning (Interview)  
Leading Teams (Videos): The Influence Edge and Your Team  
Leading Teams (Videos): Virtual Teams  
Leading Teams (Videos): Working Wounded: Teams at Work

**Lotus Notes 6.5**

Lotus Notes 6.5: 1 Mail  
Lotus Notes 6.5: 2 Calendar, To Do Lists and Address Books  
Lotus Notes 6.5: 3 Databases  
Lotus Notes 6.5: 4 Managing and Enhancing Documents  
Lotus Notes 6.5: 5 Advanced Notes Features

**Lotus Notes 8.5**

Lotus Notes 8.5: 1 Exploring Lotus Notes 8.5  
Lotus Notes 8.5: 2 Sending and Receiving E-Mail  
Lotus Notes 8.5: 3 Scheduling Appointments and Meetings  
Lotus Notes 8.5: 4 Defining Contacts and To Do Items  
Lotus Notes 8.5: 5 Using the Productivity Tools and Web Browser

**Lotus Notes R5**

Lotus Notes R5: 1 Getting Around in Notes  
Lotus Notes R5: 2 Reading and Sending Mail  
Lotus Notes R5: 3 Managing Mail  
Lotus Notes R5: 4 Using the Calendar  
Lotus Notes R5: 5 Meetings & Address Books  
Lotus Notes R5: 6 Browsing the Web  
Lotus Notes R5: 7 Editing Documents  
Lotus Notes R5: 8 Using Document Tables  
Lotus Notes R5: 9 File Attachments & Links  
Lotus Notes R5:10 Finding and Viewing Data  
Lotus Notes R5:11 Replication  
Lotus Notes R5:12 Using Notes Remotely

**Series and Course Titles****Management (Videos)**

Management (Videos): Attracting Key Talent (Interview)  
Management (Videos): Bringing The Workplace to Life (Interview)  
Management (Videos): Delegation Strategies  
Management (Videos): Fire Up and Motivate Your Employees  
Management (Videos): Handling Performance Problems  
Management (Videos): Interviewing for Organizational Fit  
Management (Videos): Interviewing for Success  
Management (Videos): Knowledge Management (Interview)  
Management (Videos): Making 360 Degree Feedback Work  
Management (Videos): Managing Performance  
Management (Videos): Managing Telecommuters  
Management (Videos): Motivate to Retain (Interview)  
Management (Videos): Recruiting Top Talent  
Management (Videos): Retaining Top Talent  
Management (Videos): Retention for the Long Haul (Interview)  
Management (Videos): Succession Planning  
Management (Videos): The Costs of Attrition (Interview)  
Management (Videos): The Diversity Manager  
Management (Videos): Working Wounded: Becoming a New Manager  
Management (Videos): Working Wounded: Counseling an Employee  
Management (Videos): Working Wounded: The More You Give, The More You'll Get

**Management Skills Introduction**

Management Skills Introduction: 1 Ready! Set! Manage!  
Management Skills Introduction: 2 Motivating  
Management Skills Introduction: 3 Planning  
Management Skills Introduction: 4 Communication  
Management Skills Introduction: 5 Getting Input  
Management Skills Introduction: 6 Dealing with Challenging People and Times  
Management Skills Introduction: 7 Building Success

**Managing Within the Law (Videos)**

Managing Within the Law (Videos): At Will Employment  
Managing Within the Law: 2 Complying with ADA Requirements as of 2009  
Managing Within the Law (Videos): Complying with ADA Requirements  
Managing Within the Law (Videos): Discrimination  
Managing Within the Law (Videos): Discrimination (Presentation Style)  
Managing Within the Law (Videos): Drug and Alcohol Abuse in the Workplace  
Managing Within the Law: 7 Family and Medical Leave Act as of 2009  
Managing Within the Law (Videos): Family and Medical Leave Act  
Managing Within the Law (Videos): FLSA & State Wage-Hour Law  
Managing Within the Law (Videos): Freedom of Religion in the Workplace  
Managing Within the Law (Videos): Freedom of Speech in the Workplace  
Managing Within the Law (Videos): Legal Guidelines for Interviewing  
Managing Within the Law (Videos): Preventing Sexual Harassment - Manager Version  
Managing Within the Law (Videos): Respecting Employees' Individual Rights  
Managing Within the Law (Videos): Top Ten Ways for a Manager to Stay Out of Jail  
Managing Within the Law (Videos): Working Wounded: Preventing Lawsuits  
Managing Within the Law (Videos): Wrongful Termination  
Managing Within the Law (Videos): Wrongful Termination (Presentation Style)



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**Series and Course Titles**

**Managing Change**

Managing Change: 1 Refocusing Yourself  
Managing Change: 2 Leading the Team  
Managing Change: 3 Working with Individuals

**Motivation Methods and Strategies**

Motivation Methods and Strategies: 2 Leading for Commitment

**Motivation**

Motivation: 1 Leading with a Vision  
Motivation: 2 Communicating  
Motivation: 3 Rewarding and Correcting  
Motivation: 4 Performance and Training  
Motivation: 5 Building Trust

**Negotiating**

Negotiating: 1 Negotiating Techniques  
Negotiating: 2 Gaining Control  
Negotiating: 3 Closing the Deal  
Negotiating: 4 Everyday Negotiations

**Office 2000**

Office 2000: 1 Getting Started  
Office 2000: 2 Editing Text and Printing  
Office 2000: 3 Text and Document Formats  
Office 2000: 4 Introduction to Word  
Office 2000: 5 Introduction to Excel  
Office 2000: 6 Introduction to Outlook  
Office 2000: 7 Introduction to PowerPoint  
Office 2000: 8 Introduction to Access

**Office 2003**

Office 2003: 1 New Features  
Office 2003: 2 Changes in Applications

**Office 2007**

Office 2007: 1 Navigating the New Interface  
Office 2007: 2 What's New in Word  
Office 2007: 3 What's New in Excel  
Office 2007: 4 What's New in PowerPoint  
Office 2007: 5 What's New in Access  
Office 2007: 6 What's New in Outlook  
Office 2007: 7 Common Tasks



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**Series and Course Titles**

\* **Office 2010**

- Office 2010: 1 Common Features
- Office 2010: 2 What's New in Word
- Office 2010: 3 What's New in Excel
- Office 2010: 4 What's New in PowerPoint
- Office 2010: 5 What's New in Outlook

\* Office 2010: 6 Access

\* Office 2010: 7 SharePoint

**Office XP**

- Office XP: 1 Getting Around in the New Interface
- Office XP: 2 New Options and Tools
- Office XP: 3 Application Changes

**Outlook 2002**

- Outlook 2002: 1 Navigating in Outlook
- Outlook 2002: 2 Reading and Sending Messages
- Outlook 2002: 3 Customizing and Organizing Messages
- Outlook 2002: 4 Using the Calendar
- Outlook 2002: 5 Using Tasks and Notes

**Outlook 2003**

- Outlook 2003: 1 Getting Started
- Outlook 2003: 2 Managing Messages
- Outlook 2003: 3 Contacts and Calendar Entries
- Outlook 2003: 4 Tasks, Notes, and Journal Entries
- Outlook 2003: 5 Newsgroups and Outlook Web Access
- Outlook 2003: 6 Collaboration and Security
- Outlook 2003: 7 Personalizing Outlook and Other Tips



**Business Courseware  
Course List - March 2011**

**Series and Course Titles**

**Outlook 2003 to 2010 Upgrade**

- Outlook 2003 to 2010 Upgrade: 1 Navigating the Updated Office Interface
- Outlook 2003 to 2010 Upgrade: 2 Common Features in Office 2010
- Outlook 2003 to 2010 Upgrade: 3 What's New in Outlook 2007
- Outlook 2003 to 2010 Upgrade: 4 What's New in Outlook 2010

**Outlook 2007**

- Outlook 2007: 1 Sending and Receiving E-Mail
- Outlook 2007: 2 Managing E-Mail
- Outlook 2007: 3 Creating Contacts and Distribution Lists
- Outlook 2007: 4 Using the Calendar
- Outlook 2007: 5 Setting Tasks and To-Do Items
- Outlook 2007: 6 Staying Safe with E-Mail
- Outlook 2007: 7 Organizing E-Mail

**PC Applications**

- PC Applications: 1 Concepts of Information Technology (IT)
- PC Applications: 2 Using the Computer and Managing Files
- PC Applications: 3 Word Processing
- PC Applications: 4 Spreadsheets
- PC Applications: 5 Database
- PC Applications: 6 Presentation
- PC Applications: 7 Information and Communication

**Paint Shop Pro 5**

- Paint Shop Pro 5: 1 Working With Graphics
- Paint Shop Pro 5: 2 Enhancing Images

**Photoshop 7**

- Photoshop 7: 1 The Application and Its Elements
- Photoshop 7: 2 Opening and Navigating Images
- Photoshop 7: 3 Pixels, Image Sizes, and Color
- Photoshop 7: 4 Saving and Printing
- Photoshop 7: 5 The Paint Tools
- Photoshop 7: 6 Modifying Images
- Photoshop 7: 7 Cleaning Images and Undoing
- Photoshop 7: 8 Making Selections
- Photoshop 7: 9 Modifying Selections and Color Filling
- Photoshop 7:10 Layers
- Photoshop 7:11 Adding Type
- Photoshop 7:12 Filters and Color Correction
- Photoshop 7:13 Creating Graphics for the Web



**Business Courseware  
Course List - March 2011**

**Series and Course Titles**

**\* Photoshop CS4**

Photoshop CS4: 1 Getting Started with Photoshop CS4

Photoshop CS4: 2 Exploring the Workspace

Photoshop CS4: 3 Using Adobe Bridge

Photoshop CS4: 4 Understanding Photoshop Basics

Photoshop CS4: 5 Making the Best Selections

Photoshop CS4: 6 Painting and Retouching

Photoshop CS4: 7 Creating a Good Image

Photoshop CS4: 8 Working with Layers

Photoshop CS4: 9 Doing More with Layers

\* Photoshop CS4:10 Using Smart Objects

\* Photoshop CS4:11 Using Filters

\* Photoshop CS4:12 Creating Web and Video Images

\* Photoshop CS4:13 Working with 3D Objects

**Photoshop CS**

Photoshop CS: 1 Getting Started

Photoshop CS: 2 Navigation and Layers

Photoshop CS: 3 Selection and Color

Photoshop CS: 4 Paint, Drawing and Text

Photoshop CS: 5 Layer Styles and Filters

Photoshop CS: 6 Adjustment Layers, Tools and Layer Masks

Photoshop CS: 7 Image Output and Web Design

**Photoshop**

Photoshop: 1 Managing Graphics Files

Photoshop: 2 Colors, Brushes, and Printing

Photoshop: 3 Selecting and Retouching

Photoshop: 4 Text, Fills, and Actions

Photoshop: 5 Using Layers and Plug-Ins

Photoshop: 6 Manipulating Images

**PowerPoint 2000 MOS**

PowerPoint 2000 MOS: 1 Presentations

PowerPoint 2000 MOS: 2 Layout and Text

PowerPoint 2000 MOS: 3 Graphics & Tables

PowerPoint 2000 MOS: 4 Custom Slides

PowerPoint 2000 MOS: 5 Showing Slides



**Business Courseware  
Course List - March 2011**

**Series and Course Titles**

**PowerPoint 2002**

- PowerPoint 2002: 1 Presentations
- PowerPoint 2002: 2 Layout and Text
- PowerPoint 2002: 3 Graphics & Tables
- PowerPoint 2002: 4 Custom Slides
- PowerPoint 2002: 5 Showing Slides

**PowerPoint 2003**

- PowerPoint 2003: 1 Introduction to PowerPoint
- PowerPoint 2003: 2 Completing the Presentation
- PowerPoint 2003: 3 Maximizing Presentation Effectiveness
- PowerPoint 2003: 4 Color, Masters, and Templates
- PowerPoint 2003: 5 Drawings, Charts, Sound and Video
- PowerPoint 2003: 6 Animation, Web Pages, and Collaboration

**PowerPoint 2003 to 2010 Upgrade**

- PowerPoint 2003 to 2010 Upgrade: 1 Navigating the Updated Office Interface
- PowerPoint 2003 to 2010 Upgrade: 2 Common Features in Office 2010
- PowerPoint 2003 to 2010 Upgrade: 3 What's New in PowerPoint 2007
- PowerPoint 2003 to 2010 Upgrade: 4 What's New in PowerPoint 2010

**PowerPoint 2007**

- PowerPoint 2007: 1 Getting Started
- PowerPoint 2007: 2 Developing a Presentation
- PowerPoint 2007: 3 Design Elements
- PowerPoint 2007: 4 Inserting Shapes
- PowerPoint 2007: 5 Formatting Shapes
- PowerPoint 2007: 6 Clip Art, Pictures, and WordArt
- PowerPoint 2007: 7 SmartArt Graphics
- PowerPoint 2007: 8 Charts and Tables

**Problem Solving Through Productive Thinking**

- Problem Solving Through Productive Thinking: 1 The Concept of Productive Thinking
- Problem Solving Through Productive Thinking: 2 Productive Thinking in Principle
- Problem Solving Through Productive Thinking: 3 The Productive Thinking Model
- Problem Solving Through Productive Thinking: 4 Productive Thinking in Practice

**Project 2000 MOS**

- Project 2000 MOS: 1 Starting a Project
- Project 2000 MOS: 2 Scheduling Tasks and Adding Resources
- Project 2000 MOS: 3 Managing Work and Multiple Projects
- Project 2000 MOS: 4 Using Project Central
- Project 2000 MOS: 5 Customizing the Project
- Project 2000 MOS: 6 Creating Reports and Exporting Data



**Business Courseware  
Course List - March 2011**

**Series and Course Titles**

**Project 2003**

Project 2003: 1 Learning the Basics  
Project 2003: 2 Setting up a Project  
Project 2003: 3 Managing Project Files  
Project 2003: 4 Creating a Task List  
Project 2003: 5 Scheduling Tasks  
Project 2003: 6 Viewing a Schedule  
Project 2003: 7 Defining Resources and Costs  
Project 2003: 8 Assigning Resources and Costs  
Project 2003: 9 Tracking a Project  
Project 2003:10 Analyzing Progress and Revising the Schedule

**Project 2007**

Project 2007: 1 Getting Started with Project 2007  
Project 2007: 2 Building a Project  
Project 2007: 3 Setting Up Resources and Establishing Costs  
Project 2007: 4 Viewing Projects  
Project 2007: 5 Resolving Scheduling and Resource Conflicts  
Project 2007: 6 Tracking the Progress of Projects  
Project 2007: 7 Creating Reports and Calculating Earned Values  
Project 2007: 8 Consolidating Projects

**Project Management from a People Perspective**

Project Management from a People Perspective: 1 Working Across Departments  
Project Management from a People Perspective: 2 Building and Leading a Team  
Project Management from a People Perspective: 3 Managing Project Stakeholders  
Project Management from a People Perspective: 4 Communicating Effectively  
Project Management from a People Perspective: 5 Key Documentation  
Project Management from a People Perspective: 6 Balancing Multiple Projects

**Project Management Professional Certification 2005**

Project Management Professional Certification 2005: 1 Project Management Framework and Initiating the Project  
Project Management Professional Certification 2005: 2 Project Planning Processes  
Project Management Professional Certification 2005: 3 Project Execution and Quality Management  
Project Management Professional Certification 2005: 4 Project Monitoring and Control  
Project Management Professional Certification 2005: 5 Project Closing  
Project Management Professional Certification 2005: 6 Professional Responsibility  
Project Management Professional Certification 2005: 7 Practice Exams

**Project Management Professional Certification 2009**

Project Management Professional Certification 2009: 1 Project Management Framework and Initiating the Project  
Project Management Professional Certification 2009: 2 Project Planning Processes  
Project Management Professional Certification 2009: 3 Project Execution and Quality Management  
Project Management Professional Certification 2009: 4 Project Monitoring and Control  
Project Management Professional Certification 2009: 5 Project Closing  
Project Management Professional Certification 2009: 6 Professional Responsibility  
Project Management Professional Certification 2009: 7 Practice Exams



**Business Courseware  
Course List - March 2011**

**Series and Course Titles**

**Project Management**

Project Management: 1 Project Management Overview  
Project Management: 2 Understanding the Project Manager's Role  
Project Management: 3 Defining the Problem  
Project Management: 4 Determining the Strategy  
Project Management: 5 Developing the Work Breakdown Structure  
Project Management: 6 Estimating and Scheduling Resources  
Project Management: 7 Understanding Scheduling Computations  
Project Management: 8 Tracking Project Activities  
Project Management: 9 Closing Out the Project  
Project Management: 10 Formalizing Project Management Standards  
Project Management: 11 Developing Project Teams  
Project Management: 12 Ensuring Your Own Effectiveness

**QuickBooks 2004**

QuickBooks 2004: 1 Setting Up QuickBooks  
QuickBooks 2004: 2 Adding Information and Security  
QuickBooks 2004: 3 Invoices, Purchases, and Payments  
QuickBooks 2004: 4 Timesaving Features  
QuickBooks 2004: 5 Recording Inventory and Assets  
QuickBooks 2004: 6 Working with Taxes, Equity, and Liabilities  
QuickBooks 2004: 7 Extra Features and Reports

**QuickBooks**

QuickBooks: 1 The First Time in QuickBooks  
QuickBooks: 2 Setting Up Accounting  
QuickBooks: 3 Entering Historical Data  
QuickBooks: 4 Managing Accounts and Lists  
QuickBooks: 5 Invoices and Sales Tax  
QuickBooks: 6 Paying Bills  
QuickBooks: 7 Managing Assets and Reports  
QuickBooks: 8 Paying Employees  
QuickBooks: 9 Managing Taxes  
QuickBooks: 10 Online Banking and Budgets

**Retirement Planning**

Retirement Planning: 1 Money Management  
Retirement Planning: 2 Investing



**Business Courseware  
Course List - March 2011**

**Series and Course Titles**

**Sales and Marketing (Videos)**

Sales and Marketing (Videos): E-Mail Marketing (Interview)  
Sales and Marketing (Videos): Guerrilla Marketing  
Sales and Marketing (Videos): Guerrilla Trade Show Selling  
Sales and Marketing (Videos): Marketing Your Web Site (Interview)  
Sales and Marketing (Videos): New Rules of Online Advertising (Interview)  
Sales and Marketing (Videos): Sales Skills for Call Centers  
Sales and Marketing (Videos): Target Your Market (Interview)  
Sales and Marketing (Videos): The Influence Edge and Sales  
Sales and Marketing (Videos): Track Selling Step 1: Approach  
Sales and Marketing (Videos): Track Selling Step 2: Qualification  
Sales and Marketing (Videos): Track Selling Step 3: Agreement On Need  
Sales and Marketing (Videos): Track Selling Step 4: Sell the Company  
Sales and Marketing (Videos): Track Selling Step 5: Fill the Need  
Sales and Marketing (Videos): Track Selling Step 6: Act of Commitment  
Sales and Marketing (Videos): Track Selling Step 7: Cement the Sale  
Sales and Marketing (Videos): Working Wounded: Closing A Sale  
Sales and Marketing (Videos): Working Wounded: Getting Out of a Sales Slump  
Sales and Marketing (Videos): Working Wounded: Keys to a Successful Marketing Campaign  
Sales and Marketing (Videos): Working Wounded: Making A Gatekeeper an Ally

**SAP R/3 Release 4.6**

SAP R/3 Release 4.6: 1 Getting Started  
SAP R/3 Release 4.6: 2 Using the Task Interface  
SAP R/3 Release 4.6: 3 Working with Data in a Task  
SAP R/3 Release 4.6: 4 Optimizing R/3 and Getting Help  
SAP R/3 Release 4.6: 5 Reporting

**Sarbanes-Oxley Act**

Sarbanes-Oxley Act: 1 Overview, Disclosures, and Reporting  
Sarbanes-Oxley Act: 2 Standards, Regulations, and Penalties

**Self-Management (Videos)**

Self-Management (Videos): Becoming More Assertive  
Self-Management (Videos): Business Protocol  
Self-Management (Videos): Creative Time Management for the New Millennium  
Self-Management (Videos): Dealing with Non-Stop Change  
Self-Management (Videos): Goal Setting and Action Planning  
Self-Management (Videos): Leap of Faith  
Self-Management (Videos): Self-Motivation Through Self-Talk  
Self-Management (Videos): Self-Talk First Aid Kit  
Self-Management (Videos): The Dynamics of Self-Talk (Interview)  
Self-Management (Videos): The Influence Edge and Change  
Self-Management (Videos): The Influence Edge Model  
Self-Management (Videos): Working Wounded: Dealing with a Messy Desk  
Self-Management (Videos): Working Wounded: Getting More Work Done  
Self-Management (Videos): Working Wounded: Office Politics  
Self-Management (Videos): Working Wounded: Performance Appraisals



**Business Courseware  
Course List - March 2011**

**Series and Course Titles**

**Sexual Harassment in the Workplace**

Sexual Harassment in the Workplace: 1 Why Can't We All Just Get Along  
Sexual Harassment in the Workplace: 2 Defining Sexual Harassment  
Sexual Harassment in the Workplace: 3 Preventing Sexual Harassment  
Sexual Harassment in the Workplace: 4 Responding to Sexual Harassment

**SharePoint 2003**

SharePoint 2003: 1 SharePoint Basics  
SharePoint 2003: 2 Standard Libraries and Lists  
SharePoint 2003: 3 Advanced SharePoint Features  
SharePoint 2003: 4 Site Administration Basics  
SharePoint 2003: 5 Advanced Administration Functions

**SharePoint 2007**

SharePoint 2007: 1 Getting Organized  
SharePoint 2007: 2 Managing Documents  
SharePoint 2007: 3 Using Libraries and Lists  
SharePoint 2007: 4 Creating Pages, Workspaces, and Sites  
SharePoint 2007: 5 Integrating with Microsoft Office  
SharePoint 2007: 6 Managing Records and Web Content  
SharePoint 2007: 7 Using Advanced Features

**Six Sigma (Videos)**

Six Sigma (Videos): Deployment Roadmap  
Six Sigma (Videos): Lasting Six Sigma  
Six Sigma (Videos): Six Sigma Fundamentals

**Stress Management**

Stress Management: 1 Stress on the Job  
Stress Management: 2 Resisting Stress  
Stress Management: 3 Assertiveness  
Stress Management: 4 Coping with Anger

**Teams That Work**

Teams That Work: 1 Building Effective Teams  
Teams That Work: 2 Leading Effective Teams

**Time Management for Maximum Productivity**

Time Management for Maximum Productivity: 1 Taming Time  
Time Management for Maximum Productivity: 2 Prioritizing and Procrastinating  
Time Management for Maximum Productivity: 3 Establishing Goals  
Time Management for Maximum Productivity: 4 Managing Time Together  
Time Management for Maximum Productivity: 5 Controlling Time Leaks

**Time Management Fundamentals**

Time Management Fundamentals: 2 Evaluating and Improving Time Management  
Time Management Fundamentals: 3 Organizing Tasks and Creating Uninterrupted Time  
Time Management Fundamentals: 4 Managing Meetings  
Time Management Fundamentals: 5 Managing Workload  
Time Management Fundamentals: 6 Managing Time with Co-Workers



**Business Courseware  
Course List - March 2011**

**Series and Course Titles**

**Visio 2002**

- Visio 2002: 1 Using Tools, Commands, Custom Toolbars, and Menus
- Visio 2002: 2 Working with Objects and Hyperlinks
- Visio 2002: 3 Using the Shape Menu
- Visio 2002: 4 Working with Shapes
- Visio 2002: 5 Defining and Using Styles, Custom Properties, and Templates
- Visio 2002: 6 Working with Pages, Layers, and Stencils
- Visio 2002: 7 Working with Data
- Visio 2002: 8 Understanding ShapeSheets
- Visio 2002: 9 Working with Flowcharts
- Visio 2002:10 Creating Database Models

**Visio 2007**

- Visio 2007: 1 Getting Started
- Visio 2007: 2 Working with Shapes
- Visio 2007: 3 Adding Connectors, Glue, and Text
- Visio 2007: 4 Using Guides, Rulers, and Custom Shapes
- Visio 2007: 5 Using Groups, Pages, and Layers
- Visio 2007: 6 Building Stencils, Templates, and Reports
- Visio 2007: 7 Setting Shape Behavior and Adding Markup
- Visio 2007: 8 Creating Block Drawings and Charts
- Visio 2007: 9 Creating Organization Charts and Flowcharts

**Windows 7**

- Windows 7: 1 New Features
- Windows 7: 2 New Applications

**Windows 2000 Basics - Client**

- Windows 2000 Basics - Client: 1 Client

**Windows XP Upgrade**

- Windows XP Upgrade: 1 Home Edition
- Windows XP Upgrade: 2 Professional

**Windows Vista**

- Windows Vista: 1 Understanding the New Interface
- Windows Vista: 2 Using New Features and Applications

**Word 2000 MOS Expert**

- Word 2000 MOS Expert: 1 Page Formatting
- Word 2000 MOS Expert: 2 Managing Documents
- Word 2000 MOS Expert: 3 Inserting Objects
- Word 2000 MOS Expert: 4 Advanced Features
- Word 2000 MOS Expert: 5 Workgroups

**Word 2000 MOS**

- Word 2000 MOS: 1 Managing Documents
- Word 2000 MOS: 2 Working with Text
- Word 2000 MOS: 3 Formatting Paragraphs
- Word 2000 MOS: 4 Page Format and Printing
- Word 2000 MOS: 5 Tables and Other Objects

**Series and Course Titles****Word 2002**

Word 2002: 1 Managing Documents  
Word 2002: 2 Working with Text  
Word 2002: 3 Formatting Paragraphs  
Word 2002: 4 Page Format and Printing  
Word 2002: 5 Tables and Other Objects

**Word 2003**

Word 2003: 1 Introduction to Word  
Word 2003: 2 Navigating, Editing, and Working with Text Blocks  
Word 2003: 3 Spell Checking, Print Preparation, and Other Tips  
Word 2003: 4 Formatting Characters, Fonts, Text, and Paragraphs  
Word 2003: 5 Formatting Tabs, Pages, and Documents  
Word 2003: 6 Styles, Templates, and Formatting Tips  
Word 2003: 7 Borders, Tables, and Columns  
Word 2003: 8 Lists, Images, and Art  
Word 2003: 9 Creating Projects with Word

**Word 2003 to 2010 Upgrade**

Word 2003 to 2010 Upgrade: 1 Navigating the Updated Office Interface  
Word 2003 to 2010 Upgrade: 2 Common Features in Office 2010  
Word 2003 to 2010 Upgrade: 3 What's New in Word 2007  
Word 2003 to 2010 Upgrade: 4 What's New in Word 2010

**Word 2007**

Word 2007: 1 Getting Started  
Word 2007: 2 Typing and Editing Text  
Word 2007: 3 Formatting Text  
Word 2007: 4 Formatting Paragraphs and Lists  
Word 2007: 5 Building Tables  
Word 2007: 6 Working with Images

**\* Word 2010 MOS**

- \* Word 2010 MOS: 1 Getting Started with Word 2010
- \* Word 2010 MOS: 2 Formatting Text
- \* Word 2010 MOS: 3 Formatting Paragraphs and Lists
- \* Word 2010 MOS: 4 Creating Tables

**Work and Life Balance (Videos)**

Work and Life Balance (Videos): Child Care Selection  
Work and Life Balance (Videos): Elder Care Selection  
Work and Life Balance (Videos): Embracing New Technology  
Work and Life Balance (Videos): Exhausted Single Working Parent  
Work and Life Balance (Videos): Financial Planning for Elder Care  
Work and Life Balance (Videos): Making a Case to Telecommute (Interview)  
Work and Life Balance (Videos): Overload in an Over-Wired World (Interview)  
Work and Life Balance (Videos): Telecommuting  
Work and Life Balance (Videos): The Moral Dilemma of Success  
Work and Life Balance (Videos): The Risks of Job Burnout  
Work and Life Balance (Videos): Working Wounded: Connecting With Your Kids When Traveling  
Work and Life Balance (Videos): Working Wounded: Information Overload



**Business Courseware  
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**Series and Course Titles**

**Workplace Environment (Videos)**

Workplace Environment (Videos): Computer Comfort  
Workplace Environment (Videos): Diversity Effectiveness - An Overview  
Workplace Environment (Videos): E-Mail and Internet Privacy at Work  
Workplace Environment (Videos): Ethical Decision Making  
Workplace Environment (Videos): Ethics in the Workplace - Choose Wisely!  
Workplace Environment (Videos): Moving Toward Diversity Effectiveness  
Workplace Environment (Videos): Preventing Sexual Harassment  
Workplace Environment (Videos): Preventing Sexual Harassment (Presentation Style)  
Workplace Environment (Videos): Preventing Violence in the Workplace  
Workplace Environment (Videos): Preventing Violence in the Workplace (Presentation Style)  
Workplace Environment (Videos): Working Wounded: Overcoming Your Own Bias  
Workplace Environment (Videos): Workplace Violence: Ingredients for Disaster

**Works**

Works: 1 Getting Started  
Works: 2 Introducing the Word Processor  
Works: 3 Formatting Word Processor Pages  
Works: 4 Using the Spreadsheet  
Works: 5 Managing Spreadsheet Data  
Works: 6 Using the Database  
Works: 7 Calendar and Cross-Works Tools

**Total Business Courses:874**